

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet

1 of 2

Application Number

10/260,923

Filing Date

June 25, 2003

First Named Inventor

Steven TIVEY, et al.

Art Unit

3629

Examiner Name

Gabrielle A. MCCORMICK

Attorney Docket Number

52493.000252

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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		US- 5930764	07-27-1999	Melchione et al.	
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EXAMINER SIGNATURE

DATE CONSIDERED

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Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	10/260,923
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		Examiner Name	Gabrielle A. MCCORMICK
		Attorney Docket Number	52493.000252
Sheet	2 of 2		

OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html; http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html; http://web.archive.org/web/20010806080042/leadtrack.com/fapfeatures.html; http://web.archive.org/web/20010801185319/leadtrack.com/features.html; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>
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		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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